

November 10, 2010

**ITEM NO. A2**

**AUTHORIZATION TO ENTER INTO A CONTRACT WITH RIGHTPOINT CONSULTING, LLC FOR MICROSOFT SHAREPOINT IMPLEMENTATION SERVICES**

To the Honorable Board of Commissioners:

**RECOMMENDATION**

It is recommended that the Board of Commissioners authorize the Chief Executive Officer or his designee to enter into a contract with Rightpoint Consulting, LLC for Microsoft SharePoint Implementation Services, which incorporates a fixed-fee component of \$89,435.00 for the initial start up phase, and \$660,565.00 for subsequent task orders to be authorized at the CHA's direction and discretion in a total amount not-to-exceed \$750,000.00.

**RECOMMENDATION SUMMARY**

Funding Code: General Fund

**Vendor:** Rightpoint Consulting, LLC  
**Address:** 200 West Madison, Suite 200  
**City, State, Zip:** Chicago, IL 60606  
**RFP Number:** 10-00505  
**Contract Type:** Fixed Fee Base/Not-To-Exceed  
Task Orders  
**Original Contract Amount:** \$750,000.00  
**Original Contract Period:** One (1) year  
**Extension Options:** None  
**Number of Vendors Solicited:** 117

**Number of Pick-Ups:** 69  
45 MBE, 3 WBE, 2 DBE  
19 Non-Minority firms

**M/W/DBE Participation**

Direct \_\_\_\_\_% MBE \_\_\_\_\_% WBE 20%% DBE \_\_\_\_\_%  
Indirect \_\_\_\_\_% MBE \_\_\_\_\_% WBE \_\_\_\_\_% DBE \_\_\_\_\_%  
Waiver \_\_\_\_\_& Yes/No

**Number of Proposals Received:** 11  
(4 MBE, 1 WBE, and 6 Non-Minority)  
**Date Advertised:** 3/29/10  
**Date Bids/Proposal Opened:** 5/21/10  
**Pre-Proposal Conference:** 5/11/10  
**Addendum Issued:** 3  
**Advertisement Publications:** Chicago Sun-Times, Chicago Defender, El Dia, CHA's Website and BuySpeed

**Section 3**

2 (#) Hiring \_\_\_\_\_ (\$) Subcontracting \$ \_\_\_\_\_ (\$) Other Economic Opportunities

## **BACKGROUND**

To enhance collaboration and communication across the Chicago Housing Authority (“CHA”), the CHA has chosen to strategically leverage Microsoft SharePoint (“SharePoint”). The SharePoint Implementation project is slated to provide a solution to effectively leverage and manage a variety of collaboration and communication tools (e.g., portals, on-line collaboration spaces and workflow management).

Some objectives of the project include the following:

- Develop a comprehensive intranet that defines and extends the agency’s universal communication strategy and segments communication to internal target audiences
- Develop a Resident Services Public Relations and Communications site that will assist in managing up-to-date communications, providing employees real-time access to headline/newsworthy information about the Authority
- Develop an extranet-based Resident Services External Agencies site that allows internal and external stakeholders (e.g., vendors) to easily access pertinent information (e.g., event calendar, training materials, etc.)
- Develop an extranet-based Housing Choice Voucher site that facilitates processes such as application changes, work order submissions and customer service requests

The CHA sought out the services of a vendor with experience in SharePoint web design & implementation. The scope of these services includes:

- A complete analysis of the existing SharePoint environment
- Business requirements gathering
- Prototype design
- Intranet portal development
- Targeted extranet-based applications

## **PROCUREMENT INFORMATION**

On March 29, 2010 the CHA advertised Request for Proposal No. 10-00505 Creation of SharePoint Portal, Intranet Portal, Extranets & Related Tools. The solicitation sought both business requirements gathering and implementation of a SharePoint Portal and externally facing sites for the CHA. On April 7, 2010, the CHA held a Pre-Proposal Conference where 12 potential vendors attended in person. The initial due date of the proposals was April 29, 2010. The Department of Procurement and Contracts (“DPC”) received a high volume of inquiries and 118 written questions from prospective vendors. Due to the volume and nature of questions, two addendums were issued to amend the proposed contract structure and provide answers to the questions. The due date of proposals was subsequently extended to May 21, 2010.

To effectively manage the phases of the SharePoint roll-out, the original RFP was amended to more formally define each phase and checkpoint. Where the original RFP document requested a fixed price proposal for all of the phases of work included, the amendment required a fixed price proposal for the introductory phase (Requirements Gathering & Assessment) and each

subsequent phase will be managed by task orders with agreed upon scope and deliverables. For each task order, the selected vendor will provide a quote based on the estimated effort and pre-negotiated hourly staffing rates. The CHA reserves the right not to dispatch a task order if order pricing, deliverable(s) and/or the vendor's proposed approach is inconsistent with the CHA's expectations.

A second Pre-Proposal Conference was held on May 11, 2010 to ensure that interested vendors understood the nature of the changes to the proposed contract structure. The due date was changed to May 21, 2010. On May 21, the CHA received 11 proposals. The Evaluation Team, comprised of representatives from Information Technology Services, Resident Services and the Housing Choice Voucher program reviewed each proposal and provided their individual scoring results to the DPC.

Procurement set a competitive range of 70, which resulted in 6 of the 11 vendors being selected to conduct Oral Presentations. To ensure that Oral Presentations provided a detailed understanding of the key components of the proposed solution and the requirements outlined in the RFP, the evaluation team devised an intensive Oral Presentation script that each vendor was required to follow.

After Oral Presentations were completed, all scoring was submitted to the DPC and this resulted in the selection of Rightpoint Consulting, LLC as the best vendor for this engagement. With an average score of 111.26, Rightpoint was the highest scoring vendor for each phase of the evaluation (written RFP response & Oral Presentation). Rightpoint initially submitted a "best and final" pricing proposal of \$112,515. The CHA's team conducted a series of negotiation meetings with Rightpoint to ensure a mutual understanding of the project's scope and specific elements of proposed pricing. Rightpoint subsequently adjusted their pricing accordingly, submitting a final pricing offer of \$89,435 for the Requirements Gathering and Assessment fixed price portion of the project and an average hourly rate of \$99.38 for successive task orders. This average rate is comprised of \$110 for SharePoint resources and \$25 for administrative resources.

Based on the foregoing, it is in the best interest of the CHA to enter into a one year contract which incorporates a fixed fee component of \$89,435 and a variable component accommodating subsequent task orders not to exceed \$660,565, constituting a total contract cost not to exceed \$750,000.

**RESOLUTION NO. 2010-CHA-138**

**WHEREAS**, the Board of Commissioners has reviewed the Board Letter dated November 10, 2010, **“AUTHORIZATION TO ENTER INTO A CONTRACT WITH RIGHTPOINT CONSULTING, LLC FOR MICROSOFT SHAREPOINT IMPLEMENTATION SERVICES”**.

**THEREFORE, BE IT RESOLVED BY THE CHICAGO HOUSING AUTHORITY**

**THAT** The Board of Commissioners authorizes the Chief Executive Officer or his designee to enter into a contract with Rightpoint Consulting, LLC for SharePoint Implementation Services in an amount not to exceed \$750,000.00.

